Duo Enrollment Guide

These instructions will assist with the initial setup of a smartphone/tablet with West Chester University's two-factor authentication. Two-factor authentication is required for VPN access and other WCU applications.

To begin, check your email for an enrollment invitation from Duo (noreply@duosecurity.com) and click on the enrollment link in the email. Please do this from your computer (not your smartphone). You also need your smartphone/tablet to complete the setup.

Click the Start Setup button.
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You will see the following screen. For a smartphone, select Mobile phone. This is the recommended setup. Once you make your selection, click the **Continue** button.

Enter the phone number of the device you are enrolling.

Verify that the phone number is correct and click the **Continue** button.

WCU Multi-Factor Authentication Website: [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)
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Select the type of phone you are enrolling and click Continue.

Next, on your smartphone, install the Duo Mobile app. For iPhones, go to the App Store. For Android devices, go to the Google Play app.

Once you have the Duo Mobile app installed on your smartphone, return to your computer and click the I have Duo Mobile installed button.

WCU Multi-Factor Authentication Website: www.wcupa.edu/mfa
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**On your smartphone**, open the Duo Mobile app and tap the “+” in the top right corner. If your phone prompts you to allow Duo Mobile to access your camera, click Allow. You must use your camera to scan the code (next step).

Hold your smartphone up to your computer screen so that the camera can scan the code. Your smartphone will automatically scan the code.

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When the code is successfully scanned by your phone, a **green check mark** will appear on the code. Once you see the green check mark, click the **Continue** button.

![Activate Duo Mobile for Android](image)

It is recommended to enroll more than one device as a backup authentication method. To do so, just repeat this process.

We do **not** recommend choosing the “Automatically send me a push notification” option. Please see the What to Expect section of this document for information on how to set “Remember me for 60 days”.

**Congratulations!**

You have enrolled your device in Duo Security and your device is ready to approve Duo push authentication requests.

WCU Multi-Factor Authentication Website: [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)
What To Expect?

When you log into a system that uses Duo, you will see this screen. On this screen, select the authentication method you want to use.

Method 1

**Enter A Passcode** – if you choose this option, you will need to open the app on your smartphone or tablet. Click on the drop down arrow beside West Chester University of Pennsylvania to see your passcode.

Then enter the passcode on your computer login screen and click Log In.

WCU Multi-Factor Authentication Website: [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)
Method 2

**Send me a Push** – will send a notification to your smartphone. Tap on the prompt to **Approve** or **Deny** the login request.

![Duo Enrollment Guide](image)

**WCU Multi-Factor Authentication Website:** [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)
Remember Me for 60 Days

The "Remember Me for 60 Days" feature makes Two-Step Verification more convenient. If you're having a problem using it, try the following.

If you never see the “Remember Me” option:

To get the ability to "Remember Me," you'll have to turn off the “Automatically send me …” option.

Here's how:

1. When it tries to automatically push or call you, click the cancel button in the blue bar at the bottom.

2. Click on the “Dismiss” button on the blue bar (the checkbox for the remember me option is hidden behind the blue bar).

WCU Multi-Factor Authentication Website: [www.wcupa.edu/mfa](http://www.wcupa.edu/mfa)
3. Check “Remember me for 60 days”.

4. Now you will have to verify - choose the method you prefer (like push or passcode) and verify.

5. Approve the login on your smartphone or tablet.

6. You will not be prompted for another 60 days.

For assistance setting up your smartphone, please contact the IS&T Help Desk at 610-436-3350.